



### **Minimum Qualifications**

While the following requirements outline the minimum qualifications, the department reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job.

EITHER

#### **Option I**

One (1) year of full time experience comparable to a Staff Services Analyst III.

OR

#### **Option II**

Two (2) years of full time experience comparable to a Staff Services Analyst II.

OR

#### **Option III**

Graduation from an accredited college or university with a bachelor's degree;

AND

Three (3) years of professional experience performing program analysis work. Lead or supervisory experience is desirable.

**Substitution:** Additional technical or higher-level program support work may substitute for up to two (2) years of the required education on a year-for-year basis.

### **Lake County**

Lake County, with a population of approximately 65,000, is located in the north central portion of California, north of the San Francisco Bay Area.

The county seat of Lakeport with a population of approximately 4,820 is located on the west shore of Clear Lake which is the largest natural lake located in California.

Lake County is a premium wine-growing area and is famous for its pears and walnuts. The local economy is based on tourism, agriculture, and the geo-thermal industries. Outdoor recreation is available year-round, with the lakes in the county providing for boating, fishing, and other water sports.

## **Supervising Staff Services Analyst Program Analysis**

### **Lake County Department of Social Services**

**Monthly Salary: \$3,527 - \$4,287**

#### **Application Deadline:**

February 17, 2012

5:00 p.m. PST

#### **Tentative Examination Date:**

Oral Exam: Week of March 5, 2012  
Examinations will be held in Lake County

#### **Location:**

The resulting list will be used to fill vacancies in  
Lower Lake and Lakeport, California

### **The Position**

Under general direction, the Supervising Staff Services Analyst is responsible for providing first level supervision over professional staff engaged in program analytical work. In addition to the supervisory responsibilities, incumbents typically handle the most difficult and sensitive analytical work in their assigned work unit. Typical duties may include analyzing regulations and creating policy and procedure changes; researching program issues and questions; monitoring contracts; completing statistical and data reports; coordinating staff development including training of new employees; representing the agency in fair hearings; creating and revising forms; and other duties as assigned.

The department is currently recruiting to fill two vacancies. One vacancy is in the Child Welfare Services and Employment Services Division, and the other in the Adult Services, Eligibility and Housing Division.

### **Additional Information**

A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Position may also require pre-employment health screening and successful completion of a background check.

There is no existing eligible list.

## KNOWLEDGE AND ABILITIES

The following may be tested in the examination:

### Knowledge of:

- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.
- Research methods and techniques and sources of information.
- Organization and functional structure of the County.
- Principles and practices of supervision, performance management, training, and organizational development.
- Principles of teambuilding to facilitate effective team work.
- Project management to ensure project activities are conducted in a fiscally responsible and timely manner.
- Effective customer service principles and practices.
- Basic statistics and statistical methods.
- Effective techniques for speaking before groups and preparing public presentations.
- English grammar and punctuation.
- Program planning and design
- Laws, rules, and regulations governing assigned program areas

### Ability to:

- Supervise subordinate staff, including planning, organizing, coordinating, and reviewing all work.
- Select, train, evaluate, and manage the performance of subordinate staff.
- Gather, organize, and analyze complex data, draw conclusions, make recommendations, and present ideas and information effectively.
- Identify and analyze problems and central issues, select alternatives, develop workable solutions, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives.
- Provide information to managers and other supervisors on a wide variety of matters.
- Acquire subject matter expertise in specific functions and programs including applicable laws, rules, regulations, procedures, and operations.
- Recommend and implement changes and improvements in assigned areas.
- Understand, interpret, and apply laws, rules, and regulations as they relate to various areas of responsibility.
- Speak and write effectively using proper English.
- Establish and maintain effective working relationships with colleagues, subordinate staff, management, and representatives of other departments' at all organizational levels as well as other agencies and the general public.
- Apply statistical methods in the analysis of management methods and problems.

*Continued:*

- Resolve conflict and disputes between employees, employee groups, members of management and between internal staff and other agencies.
- Facilitate, coordinate, mediate and negotiate between members of different county and non-county offices.
- Represent the department and exercise judgment, tact, and diplomacy with a variety of political, social, and economic groups in a variety of situations relative to a variety of issues.
- Assess a customer's immediate needs and ensure customer's receipt of needed service through personal service or making appropriate referral.
- Use a personal computer and standard business software (e.g. word processing, spreadsheet, email, presentation).
- Make presentations to the Board of Supervisors, other agencies, staff, and the public.
- Communicate effectively with a variety of individuals representing different cultures and backgrounds and function calmly in situations which require a high degree of sensitivity, tact, and diplomacy.
- Prepare clear and concise comprehensive reports, summaries, abstracts, correspondence, and other documentation.
- Oversee projects by developing project budgets and timelines to ensure time and budget guidelines are met.
- Interpret and/or develop rules, regulations, policies, and procedures.
- Build coalitions among groups with differing needs and objectives.
- Plan and evaluate social service programs.

## EXAMINATION INFORMATION

MSS reserves the right to revise the examination plan if the circumstances under which this examination was planned change. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

**The examination components consist of:**

### ORAL EXAMINATION

This examination will be weighted: 100%

Categories tested may include:

- Analytical
- Job Specific Knowledge and Skills
- Interpersonal Skills
- Planning and Organizational Skills
- Decision-Making Skills
- Project Management Skills
- Communication Skills – Oral and Written

## Lake County is an Equal Opportunity Employer

### **HOW TO APPLY FOR THIS EXAMINATION**

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto [www.mss.ca.gov](http://www.mss.ca.gov) and following the instructions.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

#### **MERIT SYSTEM SERVICES**

241 Lathrop Way, Sacramento, CA 95815

Website: [www.mss.ca.gov](http://www.mss.ca.gov)

Email: [mss@cps.ca.gov](mailto:mss@cps.ca.gov)

Phone: (916) 263-3614

**Note:** Your application and any additional material become the property of MSS. **Please make a copy for your file.**

**This job bulletin will not be available online after the application deadline. Please print a copy for your records.**

### **FOREIGN EDUCATION**

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). MSS will accept verification of degree and/or course equivalency from any of the listed member agencies

### **EXAMINATION NOTIFICATION**

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at [mss@cps.ca.gov](mailto:mss@cps.ca.gov).

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral exam for this position please note the following: Prior to being scheduled for the oral examination, you will receive an email from Merit System Services, [mss@cps.ca.gov](mailto:mss@cps.ca.gov), asking you to confirm your interest in the position and your availability to attend the exam on a specific date. If you do not reply to the e-mail sent to you by the specified deadline or you are not available on the specified exam date, you will not be scheduled for the oral exam.

### **SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS at [mss@cps.ca.gov](mailto:mss@cps.ca.gov) within five (5) days of the date on your letter/email notifying you that you have been invited to move forward in the exam process.

*Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.*